

PATENT

D STATES PATENT AND TRADEMARK OFFICE

Applicant:

S/N 10/047,446

Max Copperman et al.

Examiner: Unknown

Serial No.:

10/047,446

Group Art Unit: 2171

Filed:

January 14, 2002

Docket: 1546.015US1

Title:

RELATIONSHIP MANAGEMENT (CRM) OR OTHER APPLICATIONS

EFFICIENT AND COST-EFFECTIVE CONTENT PROVISDER FOR CUSTOMER

COMMUNICATION RE: MISSING PARTS

Box Missing Parts Commissioner for Patents Washington, D.C. 20231

In response to the "Notice to File Missing Parts" (see enclosed copy), we submit the signed Combined Declaration and Power of Attorney along with a check in the amount of \$65.00 to cover the small entity surcharge and a check in the amount of \$907.00 to cover the small entity basic filing fee.

Applicants assume the application is now in proper order and in condition for examination. Please direct any inquiries to the undersigned attorney at (612) 373-6951.

If necessary, please charge any additional fees or credit overpayment to Deposit Account No. 19-0743.

Respectfully submitted,

MAX COPPERMAN ET AL.

By their Representatives,

SCHWEGMAN, LUNDBERG, WOESSNER & KLUTH, P.A.

P.O. Box 2938

Minneapolis, MN 55402

(612) 373-6951

Date Hor! 12, 2002

Suneel Arora

Reg. No. 42,267

SA:CMG:eml

CERTIFICATE UNDER 37 CFR 1.8: The undersigned hereby certifies that this correspondence is being deposited with the United States Postal Service with sufficient postage as first class mail, in an envelope addressed to: Attn: Box Missing Parts, Commissioner for Patents, Washington, D.C. 20231, on this 12 day of April, 2002.

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COMMUNICATION RE: CORRECTED APPLICATION PAPERS

Missing Parts

Commissioner for Patents Washington, D.C. 20231

In response to the "Notice to File Missing Parts" which indicated "Corrected Papers" additionally required, enclosed are 20 pages of Formal Drawings.

Applicants assume the application is now in proper order and in condition for examination. Please direct any inquiries to the undersigned attorney at (612) 373-6951.

If necessary, please charge any additional fees or credit overpayment to Deposit Account No. 19-0743.

Respectfully submitted,

MAX COPPERMAN ET AL.

By their Representatives,

SCHWEGMAN, LUNDBERG, WOESSNER & KLUTH, P.A.

P.O. Box 2938

Minneapolis, MN 55402

(612) 373-6951

Date

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Suneel Arora

Reg. No. 42,267

SA:CMG:eml

I hereby certify that the United States Postar Service as first deposited with the United States and to Assistant class mail in an envelope accrassed to Assistant Commissioner of Patents Washington, D.C. 20231,

Emily Legendre